MIE
Background
Screening

MIE Ad-hoc User Manual

WE CHECK YOUR CHOICES

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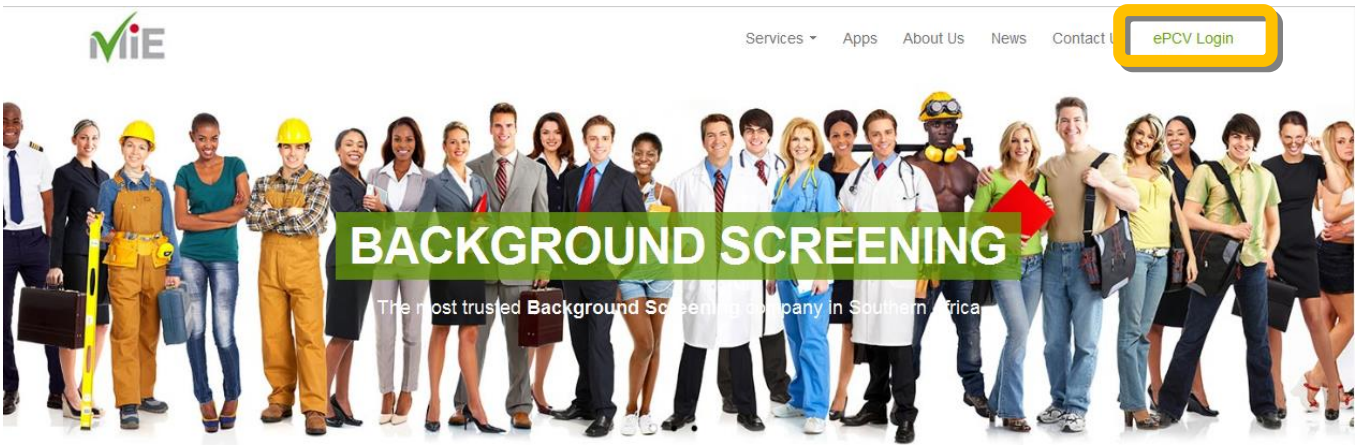
1. Introduction

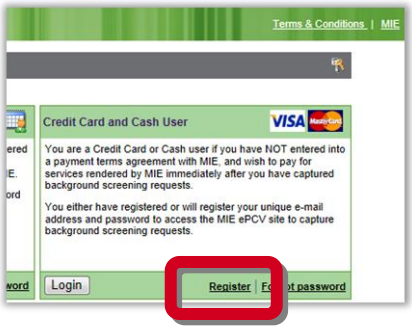
The purpose of this document is to outline the process on how to use the MIE ad-hoc facility on the MIE Electronic Personal Credential Verification - or ePCV - website. Only once your check has been captured and paid for will MIE be able to process your request.

To begin loading your checks, visit the **www.mie.co.za** website, and click on the “ePCV Login” button at the Top of the page.



2. Registration

If you have not yet previously registered on the **MIE ePVC website**, you will have to register in order to obtain a username and password.. If you have already registered, you may skip this section and go to the **Capturing your new request** section of this document. To register, click on the “Register” link under the “Credit Card and Cash User” section.


Terms & Conditions | MIE
Credit Card and Cash User
You are a Credit Card or Cash user if you have NOT entered into a payment terms agreement with MIE, and wish to pay for services rendered by MIE immediately after you have captured background screening requests.
You either have registered or will register your unique e-mail address and password to access the MIE ePCV site to capture background screening requests.
Login
Register

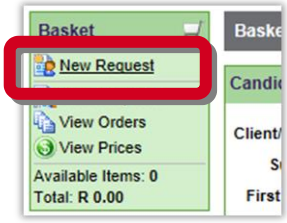
Next, you will be asked to capture your registration details, and then click on the “Register” button.

After you have registered, you will automatically be logged in to the **MIE ePVC website**.

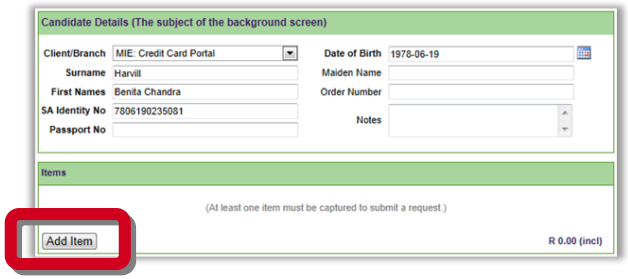
PLEASE NOTE*:* Fields marked as **bold** are mandatory. (**Please ensure that a valid email address is used as all documentation and results will be sent to this address**).

3. Capturing your new request

To capture your new request, you need to be logged in to the **MIE ePVC website**. Click on the “New Request” button, on the left hand side under the “Basket” section.

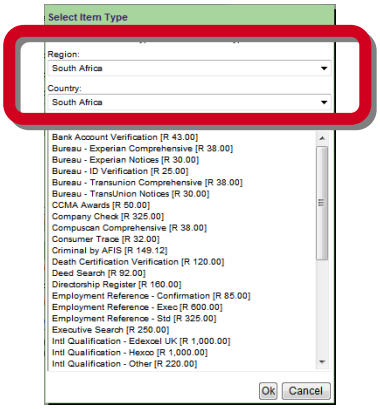


Next, fill in the candidate details, this is the person you whose credentials you are screening for employment purposes. Note that fields marked in **bold** are mandatory.

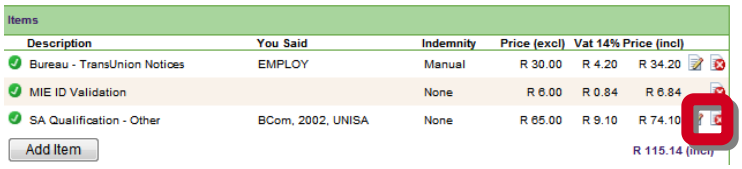


Please Note: MIE has made some changes to the website. Please take care to select the correct country and product type (especially when it comes to Qualifications). Please do feel free to contact MIE should you have any doubts or questions.

Once you have captured all the required fields, the next step is to select the checks you would like to conduct on the candidate, click on the “Add Item” button as indicated above – the following screen will then appear.


Select Item Type
Region:
South Africa
Country:
South Africa
Bank Account Verification [R 43.00]
Bureau - Experian Comprehensive [R 38.00]
Bureau - Experian Notices [R 30.00]
Bureau - ID Verification [R 25.00]
Bureau - Transunion Comprehensive [R 38.00]
Bureau - TransUnion Notices [R 30.00]
CCMA Awards [R 50.00]
Company Check [R 325.00]
Compuscan Comprehensive [R 38.00]
Consumer Trace [R 32.00]
Criminal by AFIS [R 149.12]
Death Certification Verification [R 120.00]
Deed Search [R 92.00]
Directorship Register [R 160.00]
Employment Reference - Confirmation [R 85.00]
Employment Reference - Exec [R 600.00]
Employment Reference - Std [R 325.00]
Executive Search [R 250.00]
Intl Qualification - Edexcel UK [R 1,000.00]
Intl Qualification - Hexco [R 1,000.00]
Intl Qualification - Other [R 220.00]
Ok
Cancel

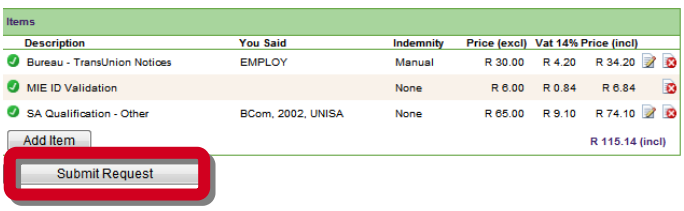
Double click on an item to add it to your basket. More than one item can be added for a candidate. To remove any unwanted requests, click on the “Delete Item” icon next to the item.



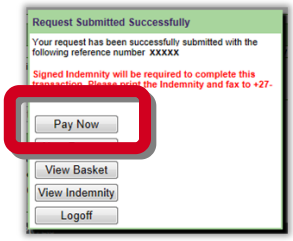
PLEASE NOTE: Depending on the type of check you require, different types of additional information may be required.

4. Submitting your captured request

Once you have selected all the checks that you require for the candidate, click on the “Submit Request” button.



Once a request has been submitted, you can proceed to pay for your checks by clicking on the “Pay Now” button.


Request Submitted Successfully
Your request has been successfully submitted with the following reference number XXXXX
Signed Indemnity will be required to complete this
Pay Now
View Basket
View Indemnity
Logoff

You will be presented with the option to either pay by credit card or direct deposit.

PLEASE NOTE: While all inquiries will be received by MIE, they will NOT BE PROCESSED until proof of payment has been received. Once a background screening order has been captured, it is considered to be an authorization to start the verification process. As such, NO REFUNDS or ADJUSTMENTS to orders will be contemplated once the order has been paid for.

5. Paying for your captured request

5.1 Pay by Credit Card

When paying by Credit Card you must select Credit Card option from the drop down list. Once the credit card option is selected, click on the “Pay Now” button.

Payment Options
Select the secure payment option below:
Setcom
Payment Kind: Pay by Credit Card
Company Name: Example Company
Vat Number: 4400444044
Company Reg No: 2002/013456/07
Pay Now
Click here to view step by step instructions on how to pay with your Credit Card.

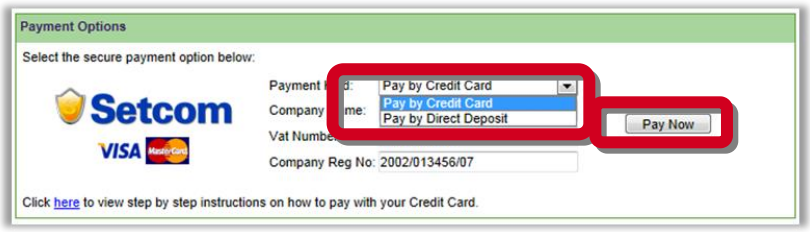
You will be required to enter your credit card details.

- **Credit Card Type** – The type of Credit Card. Currently ONLY **MasterCard** and **VISA Credit Cards** are supported.
- **Credit Card Number** – This is the 16 digit card number with in the front. Please enter no spaces.
- **Name on Credit Card** – The name exactly how it appears on the Credit Card.
- **Expiry Date** – The expiry date on the credit card. Select the 4 digit year followed by the 2 digit month.
- **CVV Number** – This is the 3 digit number found on the back of the Credit Card.

Once all the details are entered select the “Continue with Payment” option. Once the payment has gone through successfully an invoice will be generated and displayed on the screen.

5.2 Pay by Direct Deposit

When paying by Direct Deposit. The Direct Deposit option must be selected as a payment kind. Once the option is selected, click the “Pay Now” button.


Payment Options
Select the secure payment option below:
Setcom
Pay by Credit Card
Pay by Credit Card
Pay by Direct Deposit
Company Reg No: 2002/013456/07
Pay Now
Click here to view step by step instructions on how to pay with your Credit Card.

A new page will open reflecting MIE’s bank details and reference number that should be used when making your direct deposit.

You will have the option to view your pro-forma invoice. Once the invoice is viewed and printed, you will be required to click on the “Continue” button in order for your request to push through to MIE.

6. Service Expectations

The following Service Expectations (measured as turnaround times by category) will apply, subject to the Terms and Conditions as listed this document and subject to change.

Receipt dates/times are based on the date on which the inquiry was received, but are adjusted under certain circumstances. If the request is received during non-working hours, the receipt time is adjusted to 8:00 am of the next normal working day. In all cases, weekends, national public holidays and non-working hours (17:00 to 08:00) are ***excluded*** from turnaround calculations.

All requests for verification must be accompanied by several base data items at the very least. The Base Items include the following:

- Candidate South African ID Number. This is the single most important data item to be included in the Base Items list. If no SA ID Number exists for the candidate, a Passport number and nationality must be supplied.
- Candidate First Names. It is important that ALL first names are supplied.
- Candidate Surname.
- Candidate Maiden Name, if applicable. Many verifications will be performed against maiden surnames, and its omission may lead to inaccurate result information.
- Candidate date of birth.

In the following table, the mnemonic “Base Data” refers to the above list. The following information is required per service type in order to conduct the verification process. Service Level Expectations are listed in the last column of the information table.

Product	Information & Documents Required	Service Level Expectation
Credit Bureau Verifications	• Base Data • Signed MIE Consent Form.	Immediate
Consumer Trace	• Base Data	1 business day
MIE ID Validation	• Base Data	Immediate
Bureau ID Verification	• Base Data	Immediate
Death Certificate	• Base Data	2 business days
Sequestration Order	• Base Data • Signed MIE Consent Form.	1 business day
Directorship Register	• Base Data • Signed MIE Consent Form.	1 business day
Deed Search	• Base Data	1 business day
Company Credit Check	• Company name • Company registration number • Signed MIE Consent Form.	1 business day
Bank Account Verification	• Base Data • Bank Name • Branch Name • Branch Code • Account number • Type of Account	2 business days
Residence and work permit verifications	• Base Data • A copy of the applicant’s front page of his/her passport bearing his/her biographical data • A Copy of the applicant’s temporary/permanent residence permit • A copy of the permanent residence endorsement (if applicable)	No Expectation
Drivers Licence	• Base Data	2 business days
Public Driver’s Permit	• Base Data	2 business days
Previous Accident History	• Base Data	2 business days
Retail Employment History (E.R.S)	• Base Data	1 business day
CCMA Awards	• Base Data • Previous Organizations where • candidate has worked.	4 business hours
SAFPS Fraud Listing	• Base Data	4 business hours
PSIRA Verification	• Base Data	2 business days

Employment References	• Base Data • Name of employer • Position held • Name and contact number of referee • The type of employment reference (choose from list).	2-5 business days
Institution Accreditation	• Base Data • Institution Name	2 business days
Qualification Verifications ***(Refer to the below for Service Level Exceptions)***	• Base Data • Name of Educational Institution that awarded the qualification • In the case of Matric verifications, also the province in which the school was located • Year in which the qualification was awarded • Student Number or Examination Number (if available) • Copy of certificate (if available)	SA Matric (after 1992) – Next business day SA Matric (1986 – 1992) – 5 business days, with the exception of Dept of Western Cape being 10 business days. SA Matric (Before 1986) – No Expectation SA Technical Certificates – No Expectation SA Tertiary (Degrees, Diplomas, Certificates) – Next business day if on NQR®; 2 business days if not on NQR® SA Tertiary (Short Courses) – 4-6 business days All Archived SA Qualifications – No Expectation International Qualifications – 5-6 business days (In Exceptional Cases – No SLA) African Qualifications – No Expectation Professional Association Membership – 2 business days

1. You are expressly charged with the responsibility of maintaining signed copies of all personal indemnity forms received from verification subjects. In certain instances, which will be clearly indicated during the appropriate transactions, you are required to forward a copy of the signed personal indemnity form to MIE before the verification inquiry can be processed.

2. Should you be unable to provide the documents requested and stated upfront (as indicated above), MIE will not provide a refund once payment has been made for the request.

3. Note that Service Expectations are subject to change based on several conditions (end of year, Easter holidays, graduation ceremonies, supplier issues, etc.), and as such are NOT considered to be contractual agreements. Any change in Service Expectation will be communicated as soon as MIE becomes aware of them.

4. The following information verification suppliers in particular provide for limited Service Expectation:

   - University of Cambridge – Expect delivery within 30 business days.
   - Edexcel – Expect delivery within 28 business days.

5. Problematic South African ID numbers are tested via a variety of information verification suppliers, and delivery can be expected after 5 business days.

6. There are no Service Expectations in the event of a failure of either Eskom or Telkom, the South African power and telecommunications utilities respectively.

6.1 Documentation and Information

The Service Level Expectations of all verification types are measured as the turnaround times between the date and time that the last required information item or applicable form has been received by MIE, and the date and time that the result is released.

Service Level Expectations are NOT contractual, and do not constitute a formal agreement. Furthermore, they are subject to the receipt of Consent and Indemnity forms.

If all information is not provided, or copies of certificates are not supplied, a Request for Additional Information is generated, and the Service Level Expectation is void.

Copies of certificates must accompany all requests for the verification of qualifications. MIE will make every effort to obtain a result if the copy of the certificate was not supplied to MIE, but will charge the full amount in those instances where a result could not be obtained.

The Candidate's student number must be supplied for the University of the North.
Consent forms must be supplied for all International Institutions, the University of South Africa and the University of the Witwatersrand, as well as for ALL requests for CREDIT Information and CRIMINAL information.

7. Web Prices

Please note that the availability and the prices are subject to change without prior notice.

The Pricing below is for South African Verifications Only. Please log on to the MIE Cash and Credit Card User Portal to view the pricing for the African Verifications

Verification Type	Unit Price Excl.VAT	VAT	Unit Price Incl. VAT
Compuscan Comprehensive	R 38.00	R 5.32	R 43.32
Transunion Comprehensive	R 38.00	R 5.32	R 43.32
Transunion Notices	R 30.00	R 4.20	R 34.20
Experian Comprehensive	R 38.00	R 5.32	R 43.32
Experian Notices	R 30.00	R 4.20	R 34.20
Combined Credit Check	R 135.00	R 18.90	R 153.90
Company Check	R 325.00	R 45.50	R 370.50
Bank Account Verification	R 43.00	R 6.02	R 49.02
ID Number Validation	R 6.00	R 0.84	R 6.84
Bureau - ID Verification	R 25.00	R 3.50	R 28.50
CCMA Awards	R 50.00	R 7.00	R 57.00
CCMA Transcripts (only applicable if the CCMA Awards is Positive)	R 300.00	R 42.00	R 342.00
Consumer Trace	R 32.00	R 4.48	R 36.48
Criminal by AFIS	R 149.12	R 20.88	R 170.00
Death Certification Verification	R 120.00	R 16.80	R 136.80
Deeds Search	R 92.00	R 12.88	R 104.88
Directorship Register	R 160.00	R 22.40	R 182.40
Drivers Licence	R 55.00	R 7.70	R 62.70
Professional Drivers Permit	R 55.00	R 7.70	R 62.70
Drivers Licence and Professional Drivers Permit	R 75.00	R 10.50	R 85.50
Drivers License History	R 85.00	R 11.90	R 96.90
Driver Accident History	R 130.00	R 18.20	R 148.20
Employment Confirmation	R 85.00	R 11.90	R 96.90
Employment Reference Exec	R 600.00	R 84.00	R 684.00
Employment Reference Std	R 325.00	R 45.50	R 370.50
Executive Search	R 250.00	R 35.00	R 285.00
FAIS	R 50.00	R 7.00	R 57.00
PSIRA Registration Verification	R 80.00	R 11.20	R 91.20
Academic Record	R 120.00	R 16.80	R 136.80
International Qualification - Cambridge University	R 470.00	R 65.80	R 535.80
International Qualification - Edexcel UK	R 1 000.00	R 140.00	R 1 140.00
International Qualification - Hexco	R 1 000.00	R 140.00	R 1 140.00
International Qualification - University of Zimbabwe	R 1 000.00	R 140.00	R 1 140.00
South African Qualification - Other	R 65.00	R 9.10	R 74.10
South African Qualification - Matric	R 105.00	R 14.70	R 119.70
South African Qualification - University of Witwatersrand	R 160.00	R 22.40	R 182.40
African Qualification - Other	R 600.00	R 84.00	R 684.00
International Qualification - Other	R 400.00	R 56.00	R 456.00
International Qualification - UK - Other	R 400.00	R 56.00	R 456.00
Institution Accreditation	R 100.00	R 14.00	R 114.00
Retail Employment History (ERS)	R 28.00	R 3.92	R 31.92
SA Fraud Prevention Services	R 65.00	R 9.10	R 74.10
Sequestration	R 55.00	R 7.70	R 62.70
Voter Registration Status	R 60.00	R 8.40	R 68.40
Work Permit Verification	R 2 500.00	R 350.00	R 2 850.00

8. Criminal by AFIS checks

There are two different methods in which you can conduct a criminal check on a candidate.

8.1 Submission of 91 A Forms

Your candidate will be required to visit the nearest police station. A 91(a) form will be given to the candidate to complete.

The following documents will need to be delivered to the MIE office:

Company Letterhead

1. The company letter must contain the following information:
2. The company is requesting a Criminal by AFIS Check to be performed on the candidate.
3. The reason for the request, e.g. Employment Purposes.
4. The candidate base details (Full names, Surname and ID number).

Set of Original Fingerprints taken on the SAPS 91(a) form
The fingerprints must have the following information on the SAPS 91(a) form:

1. Details of Police Officer who took the fingerprints.
2. SAPS Date Stamp.

Clear copy of the candidate ID/Passport document

Clear copy of the Signed Indemnity form by the candidate

Please **email** Kerry Botha (**kerryb@mie.co.za**) requesting a pro-forma invoice indicating the candidate's detailed information (Full names, Surname and ID number). The invoice will reflect a reference number as well as banking details.

PLEASE NOTE: MIE only accepts EFT payment for candidates submitting 91(a) forms. Should a candidate wish to take electronic fingerprints at MIE, they will be required to pay cash.

Documents can be couriered to the MIE office address listed on page 14 of this document.

The turnaround time for this criminal result is approximately 2-3 business days, and cost R150.00 excluding VAT.

PLEASE NOTE that exceptions to the turnaround time apply to "Possible" results.

8.2 Fingerprints taken at MIE offices

Candidates may visit the MIE offices where we will assist in taking their fingerprints electronically.

The candidate will be required to have their ID book, Passport or Drivers Licence present. An indemnity will be given to the candidate to complete. Candidates may supply alternative email addresses for recruitment organisations should they wish. The MIE report can then also be sent to the address indicated.

The client must process the request via the online verification system and provide the candidate with the reference number.

The turnaround time for this criminal result is approximately 1-2 business days.

Office Hours:
Monday – Friday
08:00 – 16:00

9. Terms and Conditions

9.1 Site Use Terms

For the purpose of this site, "MIE" means Managed Integrity Evaluation (Pty) Limited.

By entering this site, you acknowledge and agree that this site will only be construed and evaluated according to South African law. Although this site may be linked to other sites, MIE is not, directly or indirectly, implying any approval, association, sponsorship, endorsement, or affiliation with the linked sites, unless specifically stated therein. By entering this site you acknowledge and agree that MIE has not reviewed all the sites linked to this site and is not responsible for the content of any off-site pages or any other site linked to this site. Your linking to any other off-site pages or other sites is at your own risk.

9.2 Copywriter

With the exception of a select number of graphic images used with the permission of the copyright holders, MIE is the copyright owner of all other content on this site and no portion of this site, including but not limited to all text and images, may be used in any manner, or for any purpose, without the express written permission of MIE, except as provided for herein. Modification or use of the material on the site for any other purpose violates the legal rights of MIE.

9.3 Loss and Liability

By entering this site, you acknowledge and agree that your use is at your own risk and that none of the parties involved in creating, producing, or delivering this site are liable for any direct, incidental, consequential, indirect, or punitive damages, or any other losses, costs, or expenses of any kind (including legal fees, expert fees, or other disbursements) which may arise, directly or indirectly, through the access to, use of, or browsing of this site or through your downloading of any materials, files, applications, binary codes, data, text, images, video, or audio from this site, including but not limited to anything caused by any viruses, bugs, human action or inaction or any computer system, phone line, hardware, software or program malfunctions, or any other errors, failures or delays in computer transmission or network connections.

9.4 Accuracy

Although the information contained in this site is based upon up-to-date information, and while MIE makes all reasonable efforts to ensure that all material on this site is correct, accuracy cannot be guaranteed and MIE makes no warranties or representations as to its accuracy

9.5 Confidentiality

By entering this site, you acknowledge and agree that any communication or material you transmit to this site or to MIE, in any manner and for any reason, will not be treated as confidential or proprietary except as otherwise provided in these Terms and Conditions.

9.6 Use of Information

All personal information (including names, addresses, credit card information or contact information) that you enter on this site and transmit to MIE will only be used by MIE and its formal suppliers in order to provide a Personal Credential Verification service. MIE will not forward this information to any organization that is not directly involved in some manner in the provision of this service by MIE

9.7 Intellectual Property

By entering this site, you acknowledge and agree that all names, graphics, logos and trademarks contained on this site are owned or licensed either by MIE or by other parties who have authorized their use on this site, and may not be used in any way by you without the prior written approval of MIE or the party concerned. Your unauthorized use of this site's content is expressly forbidden, unless specifically provided for on this site. Such unauthorized use may subject you to penalties or damages, including but not limited to those related to violation of trademarks, copyrights, privacy, and publicity rights.

9.8 Site Revision

MIE reserves the right to make changes to any portion of this site, including this page, at any time, without any prior notice or obligation. By entering this site, you hereby acknowledge and agree that you shall be bound by any such changes. To this end, MIE suggests that you periodically visit this page and review the content.

9.9 3rd Party Indemnity

Your use of this site is dependent upon your acceptance of the following indemnifying conditions.

9.10 Third Party

If you are an Agent of a 3rd Party Company capturing verification requests on behalf of a subject, you hereby acknowledge that you, in your capacity as an agent of your Company, have FULLY informed the subject concerned of his or her own rights regarding individual privacy, and have obtained the subjects permission, in writing, to perform verification checks.

9.11 Inform Subject

As a 3rd Party Agent, you are bound by the following instructions:

- You must inform the subject of the inquiry of your intent to perform verification checks.
- You must obtain the permission, in writing, of the subject of the inquiry to perform verification checks.
- You must inform the subject of the inquiry of all results furnished after the verification checks have been completed.
- You may only perform verification checks against a subject if the results of the tests can have a material effect on the subject's employment position.

You are expressly charged with the responsibility of maintaining signed copies of all personal indemnity forms received from verification subjects. In certain instances, which will be clearly indicated during the appropriate transactions, you are required to forward a copy of the signed personal indemnity form to MIE before the verification inquiry can be processed.

9.12 Personal Indemnity

As a private individual performing verification checks on your own behalf, you hereby authorize MIE to forward your personal information to verification agents acting on behalf of MIE (including but not limited to the South African Police Services, the South African Criminal Record Centre, the Government of the RSA, and any relevant educational, training and credit organizations) for the purpose of verifying your personal credentials and records

9.13 Personal Details

You furthermore authorize MIE's agents to furnish personal information, including but not limited to information regarding your criminal record, credit record, employment history, driver's licenses and educational records, to MIE. You also unconditionally indemnify MIE and its agents and suppliers against any liability that may result from furnishing information in this regard.

9.14 Verification Purpose

You understand that it is a condition of MIE's agents that the information is furnished for the purposes of your proposed employment/continuation of employment when required by your (potential) employer, or for fraud prevention or detection purposes.

9.15 Payment Policy

There are three distinct methods of effecting payment for the services rendered on this and related sites. These are via Credit Card, Direct Funds Transfer and, under strictly controlled conditions, via agreed terms. This last option is only available to qualifying, registered clients. Please note that, while all inquiries will be received by MIE, they will NOT BE PROCESSED until proof of payment has been received by MIE.

9.16 Credit Card and Refund Policy

Payment by Credit Card is immediately authorized by an online payment gateway, provided that all details are correctly captured. MIE takes no responsibility for the fraudulent use of Credit Cards. Payment by Credit Card attracts a surcharge, levied by the payment bureau, which will increase the cost of your inquiry.

Note that once a background screening order has been captured, it is considered to be an authorization to start the verification process by MIE. As such, NO REFUNDS or ADJUSTMENTS to orders will be contemplated once the order has been paid for.

9.17 Secure Internet Deposit and Refund Policy

Payment by Secure Internet Deposit (when available) is immediately authorized by an online payment gateway, provided that all details are correctly captured. MIE takes no responsibility for the fraudulent use of Internet Banking logon codes and PINS. Payment by Secure Internet Deposit attracts a surcharge, levied by the payment bureau, which may increase the cost of your inquiry.

Note that once a background screening order has been captured, it is considered to be an authorization to start the verification process by MIE. As such, NO REFUNDS will be contemplated once the order has been paid for.

9.18 Agree Terms

Payment on Invoice of agreed terms is only available on request to qualifying clients who are registered as such on MIE's systems. In addition, a Terms Agreement depends upon several criteria and conditions, all at the sole discretion of MIE. These include, but are not limited to, contractual agreements, historical transaction volume, credit rating and locale.

10. Contact Us

10.1 General Contact Information

Internet Web Site	**http://www.mie.co.za**
Mail Address	**kerryb@mie.co.za**
Postal Address	PO Box 525, IRENE, 0062
Physical Address	Jean Park Chambers Units 1 & 2 252 Jean Avenue CENTURION South Africa
Telephone	+27 (12) 644-4000
Facsimile	+27 (86) 610-9496

10.2 Support

Main Contact and Support	Ms. Kerry Botha	**kerryb@mie.co.za**
General Queries and Support	-	**info@mie.co.za**